

DIGITAL WINGS

Aspiration & opportunity



Digital Wings Panui Report to Corporate Donors Di Daniels June 2018

Kia ora rā Digital Wings Donor Partners
Ngā mihi nui ki a koutou katoa

Welcome to our first 12mth Donor Report for corporate partners of Digital Wings. If you are receiving this, your enterprise has entered into a ¹MOU or ²SOW agreement with Digital Wings via RemarkIT Solutions to donate 30% of your viable decommissioned hardware to charity via the Digital Wings Programme. We take this opportunity to thank you for your contribution to some amazing community enterprises now flourishing with your help.

Brief History

In late 2016 RemarkIT Solutions asked Di Daniels to create a start-up charity to facilitate the donation of corporate hardware donations to community, following requests from clients. Together they had previously piloted the concept with Transpower whilst Di was National Coordinator of the Computers in Homes programme. In mid-2016 Te Wānanga o Aotearoa had also come on board.

- Jan 2017 Di Daniels engaged by RemarkIT Solutions as Social Responsibility Manager to respond to CSR enquiries and to build on previous pilot ventures 2012-2016
- Feb 2017 Digital Wings Programme created and new donors approached
- March 2017 – May 2018 setting up of The Digital Wings Trust Terms of Reference and approaching trustees
- June 2017 Inaugural Digital Wings Trust meeting held and Trust Deed lodged with Charities Commission
- Nov 2017 Charitable status confirmed
- Nov 2017 Website went live www.digitalwings.nz
- Mar 2018 RemarkIT awarded Best SME in Charity Sector
- Jun 2018 RemarkIT Finalist in Green Gold Business

Corporate, Business, Institutional and Govt Donor Partners

Over our first year Digital Wings has secured the following partnership donors:

- Transpower
- Te Wānanga o Aotearoa
- Westpac
- Mercury Energy
- Z-Energy
- Trustpower
- BNZ
- E Tū Trade Unions
- Statistics NZ
- Napier City Council
- Spark Jump
- RemarkIT Solutions
- Sanford



Inaugural Meeting The Digital Wings Trust June 2017
Meet the Trustees www.digitalwings.nz/about

We are in discussions with 4 other potential corporate partners and welcome your recommendations to others.

¹ MOU Memorandum of Understanding

² SOW Statement of Work

Digital Wings Recipient Communities

In May 2017 one of our early donors supplied a list of charities they wished to support, so these were the first new orders sent out under the newly-established Digital Wings. Many of these were larger, nationally well-known and well-appointed charities often with large offices, their own paid funding managers and long-term government funding contracts. The Digital Wings Trustees decided they also wanted to promote support for smaller community organisations and start-ups often struggling with isolation and lack of local resources to build capacity. It was agreed that whilst all charity applications would be received favourably, that Digital Wings would especially encourage those working with youth education to employment and those working with ³NEEETS.

During the first 12 months of operation, Digital Wings has donated 543 computers, laptops, printers, data projectors and phones to 83 charities and community organisations around the country. It has become impossible to tag any one recipient to any one donor as we fulfil orders from Digital Wings stock as they arrive, so a CPU could come from one donor, a monitor from another, the laptops from a 3rd, and a VOIP phone, data projector or printer from someone else. So most orders are fulfilled with donations from multiple donors and we cannot tag a named donor to a named recipient. This is actually desirable as we do not want charities coming back to any corporate donor with complaints or expecting technical support from them. Digital Wings handles all of that for donors as part of our 12mth hardware warranty and take-back service at end-of-life. Corporates may still nominate charities but all orders are filled from the Digital Wings viable hardware donation pool.

COMMUNITY 2017 charities and community organisations impacted by Digital Wings and their locations around NZ

Pacific Linc ChCh	Ariki Creative ChCh	Kāpiti Women's Centre Paraparaumu
Te Whare Piringa Glen Innes	Pursuit NZ Trust Hastings	Whitireia Community Law Porirua
Tolaga Bay Charitable Trust	Clown Doctors ChCh	Cystic Fibrosis NZ
Positive Directions Trust ChCh	The Family Centre Lower Hutt	Te Manu Toroa Trust Tauranga
20x Women's Refuges	RAW Trust Hamilton	Aviva Trust ChCh
Downs Syndrome NZ	Common Unity Trust Lower Hutt	Whangaroa Health Services Kaeo
LIFT Enterprise Youth Employment Trust Napier		Te Aka 2010 Charitable Trust Flaxmere
Korokoro Community Kindy	Te Awanui a Rua Trust Taumarunui	
TYMS Tuilaepa Youth Mentoring Trust West Auckland		Te Whare Whakaruruhau Waikato Women's Refuge
Pacific Nations student support via Scott's College		Sai Community Care Pomare House Taita
Te Whānau Hokonui Gore Marae	Katikati Māori Wardens Youth Group	Te Tairāwhiti Tech Trust Gisborne
Hati Nati Café Hub Ruatoria	Te Araroa Community Information Centre	

COMMUNITY 2018 charities and community organisations impacted by Digital Wings and repeat orders (R) to June 2018

OuterSpaces Wgtn	Coromandel Info Centre	Common Unity Trust (R)
Taupiri Youth Trust	Te Puna Oranga ChCh	Coromandel Independent Living Trust
Te Whare Manaaki o Kawakawa Mai TawhitiTe Araroa		Te Riu o Waiapu Trust Tikitiki
Kāpiti Women's Refuge (R)	Gore Women's Refuge (R)	Te Whenua Iti Trust Motueka
La Leche League NZ	Brighter Rainbows Children's Charity Auckland	10x Women's Refuges
Halswell Toy Library ChCh	Le Siufofoga o le Faauga Fou Samoan Christian Youth Radio Station Porirua	
Manawatu Cambodian Buddhist Trust Bunnythorpe	Kapai Kaiti	Venture Centre Tauranga
Mahi Kāinga Te Reo Māori Digital Marae in Ngāti Kahungunu		Hicks Bay Charitable Trust

Digital Wings Community Outcomes

After 6-12 months Digital Wings recipient communities are contacted for feedback, reports and case studies. We ask about their goals and social outcomes, as well as how adding digital capability has benefited their organisation and their communities. We enquire how many clients or families they have reached during this time and how we can help with their future plans. Where possible we receive photographs and anonymised case studies with signed permission slips to use these. If your business would like to use any of these stories on your websites or in your staff newsletters please do so and contact us on info@digitalwings.nz if you need high resolution photos for printing purposes.

What follows is a variety of stories and photos from as much a representation of Aotearoa NZ as possible, featuring some of the best examples of how your donations have made a difference in communities all around the country.

³ NEEETS 17-20 year olds Not Engaged in Education Employment or Training

1. SAI CARE & POMARE COMMUNITY HOUSE – MANAGE MYSELF

This programme was introduced to support our community to learn how to access online services and how to manage these so that they become an effective way of communicating. We know that some services are only going to be able to be accessed online and know that many people still do not have the knowledge or ability to use the online services. The community house is fortunate and grateful to have had some computers donated to allow this service to be provided. A computer suite has been set up whereby whanau are able to come, have free access to Wi-Fi and internet services and have support on hand when and if needed. The computers have been accessed by our youth who use them to do their homework, access social media & online gaming. It has proven beneficial for our youth if they are not in school and are looking at what options are out there for them. It is a safe and inviting environment. Our children and grandchildren have been exposed to technology for many years, for some older people though it is just too difficult to navigate systems and processes. We realise that here may be some trust issues with security or confidence in doing things on line but this is the way the world is heading and soon we won't be able to access anything unless it is online. At the moment some of the services available to us would be: Online Shopping, Internet Banking, Facebook and other social media, Inland Revenue, MSD, WINZ, HNZ, Manage My Health, Fitness Apps and many more. We have recently sent out a poster advertising this service.

MANAGE MYSELF

DO YOU NEED SUPPORT TO ACCESS YOUR ON-LINE INFORMATION???

TUESDAYS AND FRIDAYS
10AM – 2PM

As we move into the digital world we now need to access most information online. In fact some agencies do not accept paper stuff anymore.

We are here to help.

Visit the Pomare Taita Community House, 55 Farmer Crescent, Pomare
Or Phone: 9398345

FREE USE OF COMPUTERS

SETTING UP EMAILS
MANAGE MY HEALTH
IRD E-SERVICES
REAL ME

Contact:
Jasmine, 04 9398345
Email: pomaretaitatrust@gmail.com



KA PUAWAI TĀTĀU

MY MSD
JOB APPLICATIONS
BANK SERVICES
CHECKING UTILITIES

Contact:
Dina, 027 224 5824
Email: dina@huchs.org.nz

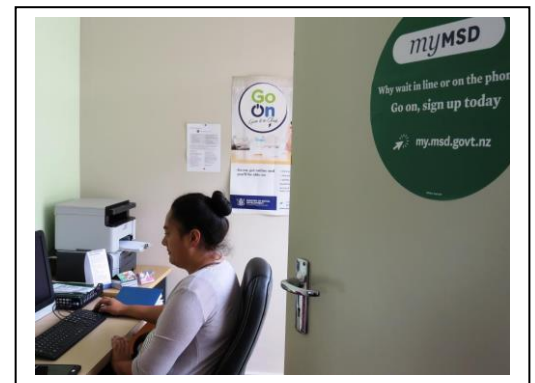
2. TE WHARE MANAAKI O KAWAKAWA-MAI-TAWHITI / TE ARAROA COMMUNITY INFORMATION CENTRE



On the most remote tip of the East Cape of the North Island is Te Araroa. Our community trust runs the information centre for tourists and for our own community. We help them complete things online with access to the internet which they do not have at home. We have public computers in our communal space and private computers in the office for people to do confidential business. Digital Wings computers mean everyone has access to services and other activities including:

- Gisborne District Council (GDC) information and consultation meetings (roads, public toilets, water, footpaths, playground etc)
- Māori Land Court hui and notifications
- DIA Funding information meetings and IRD meetings

- MY MSD here at the hub to help our local people apply for grants and assistance online instead of travelling to Ruatoria
- Access to MY MSD online helps our community young and old with assistance online from Work and Income in their own space and time without having to spend money to travel 45 km to the nearest WINZ
- Teaching our elderly and new people how to connect to internet for online shopping and making appointments
- Staying in touch with family who have moved away and overseas by Facebook, Skype etc
- Internet banking is really important because the nearest banks are 2hrs' drive away. People can pay their bills, rates etc
- Manage My Health online for Doctor appointments, prescriptions and test results
- The Digital Wings laptop and data projector makes it possible for us to run GDC meetings locally and also run training sessions for locals. Before we had to all squint at presentations on our cellphones
- The local police run Mountain Safety courses
- Running the Te Whare Manaaki Trust's own Facebook page is important to engage the community and announce what is going on, post reminders etc



3. TYMS TUILAEPYA YOUTH MENTORING SERVICE WEST AUCKLAND

Our TYMS family wish to express their gratitude and appreciation for the computers provided. Many of our young people, both current and those who have exited our programme have used these computers to access information on the internet, do their school work, complete their CV's and find work. Mentors find the computers especially useful with their sessions – not only do they use these for planning and reporting, but also to teach young people computer skills that will benefit them in school and in the workplace. Our Reporting & Monitoring has improved significantly since the introduction of these computers. With digitized reporting and with enough computers for the whole team, administration time has decreased, allowing mentors more face-time with their young people. Also, with this digitized Reporting & Monitoring system in place, we have easy access to information that allows us to evaluate our impact and tell our story, enabling better access to funding and other resources that will further enhance the lives of our young people. It is evident that our young people and team have greatly benefited from your generosity, and with our increasing client numbers, more lives are yet to benefit. Our **CASE STUDY** is Mike who is a 16 year old young man passionate about art. He wants to get a job as a scaffolder in Australia so that he can earn enough money to buy his art supplies. Mike was referred to TYMS after he was stood down from school for fighting and teachers felt it was safer for him if he was moved to a different school. When we first met Mike, he was distant, withdrawn and wouldn't get out of bed. Mum thought that being stood down from school was making Mike depressed. We enrolled Mike into a different school not far from his home. This would allow him to walk to and from school, saving on transport costs. Unfortunately, Mike did not settle well into the new school, and after about a month there, he was stood down again for another violent incident. Mike told us that he no longer wanted to be in school; instead he would like to work. We tried to convince him otherwise, but he had made up his mind. Mum also agreed, saying it would be better for Mike to work since it was near the Christmas holidays. Perhaps the time away from school would help him deal with what he was going through. Mike spent the following weeks in our office, working on the Digital Wings computers to put together his CV and send out job applications. At the same time he studied for his Learner's License, which he sat and passed. After two weeks of job searching, Mike's application to a scaffolding company was successful and he started immediately. We checked in with his employer a month later, who shared that he is a hard working young man and that he was a great addition to their team. Mike told us he enjoyed working and providing for his family. He saw the huge impact the extra income made. But as



much as he loved his work and earning money, he realised he still had a lot more to learn, and that he was ready to return to school. Mike terminated his employment after the Christmas Holidays, and we enrolled him into an Alternative Education course to help with his transition back into mainstream. Mike is still in Alt Ed where he is enjoying learning again.

4. TE AWANUI A RUA CHARITABLE TRUST TAUMARUNUI

We foster potential and provide opportunities that can create employment with Adult Tertiary Education and Training. We broker in Tertiary Providers to train our community at the Marae with courses that have NZQA Accreditations that the community need to get employment. The gift of these resources has led Tertiary Providers to be able to create employment for 6 of our Tutors from Taumarunui who are now training our Community out of the Marae. We have 128 Students registered within our Trust, in Tertiary Training from ages 16-60+ including:

- Taratahi Level 2 – Primary Industries Group – ages from 16 to 32
- Taratahi Level 3 – Vehicle Machines and Infrastructure Training
- Taratahi Level 3 – Farming Systems (Future Managers) Course
- Land Based Training – Horticulture Level 2 – Maara kai Students use the Computers for Plant Research, Native Planting and Planning, Environmental Studies
- Assessments Reporting and Daily Plant Reporting
- Toi Oho Mai – Harvesting and Forestry Students use the Computers for Forestry Employment and Interests, Health and Safety, Daily Diary Business Planning Chainsaw and Equipment, Felling and Falling
- Maori Land Course: computers used for Research and Registrations, Grants and Scholarships, Whakapapa, Land Development, Funding Applications
- Taratahi – Apiculture – Honey Development and Training: computers for Honey Research, Bee Search, Manuka and Bee Developments, Carpentry for Hive Building
- We also have had x8 Business's created and the use of Accounting training with a XERO Advisor has helped create the training on these PC's



Te Awanui a Rua computers are also available for the Community / Kaumatua and After School Programmes' use. The difference receiving the PCs and Laptops has given our Trust is the Venue of the Computer LAB at our Community HUB with THRIVE Trust and HUGE positive outcome knowing that students and community can use the Computer Space for their research knowing they can be in a homely, safe and positive environment with support or tutoring, printing and help with Units and assessment reporting. They can access Studylink, MSD Real Me, Literacy and Numeracy and more. These Computers have been a gift that our Trust would have never thought we would receive, knowing our location and lack of funding into our community our CEO and Admin volunteer their services so we can provide the services we need for our Community. Tena koutou katoa Digital Wings, Nga mihi nui ki a koutou mo to aroha i tēnei kaupapa ki Te Awanui a Rua Charitable Trust. Rire Rire Hau Hau, Paimarire.

5. OUTERSPACES RAINBOW YOUTH SERVICES WELLINGTON

OuterSpaces works to celebrate the lives of young people with diverse genders and sexualities in the wider Wellington region through: - Advocacy - Education - Support and - Connecting Youth, families, government, schools and communities. OuterSpaces operates as the parent organisation for four LGBTIQ+ youth groups, based in Wellington:

- *School's Out is a Wellington and Lower Hutt support and social group for LGBTIQ young people, for ages 12 to 18. The support group runs every week throughout the year. 30 students a week attend School's Out*
- *Tranzform is a Wellington support and social group for gender diverse young people, for ages 15 to 30. The support group runs once every two weeks throughout the year, and holds social events throughout the year*
- *Naming NZ is an organisation to help transgender, gender diverse and intersex youth with updating their identity documents to correctly reflect their sex and gender. The group produces resources about the process, connects youth with organisations that can help, and can assist with the costs involved*
- *The Wellington Binder Exchange is a new group formed to collect, purchase, create and share binders for gender diverse young people in the Wellington region. They provide chest binders free of charge for youth aged 18 and under who do not have the ability to access binders themselves.*

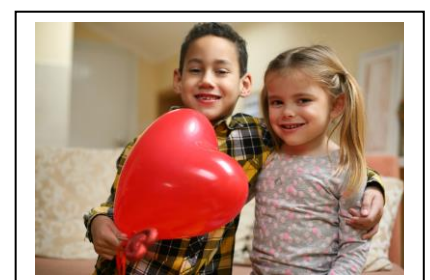
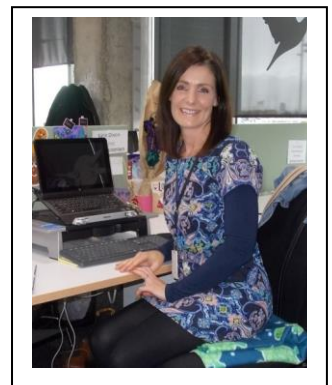
We could not have achieved our capacity building without the support of Digital Wings technical equipment. We needed to be digital to organise communication, events and support amongst the groups. Having a PC is vital for Google surveys and sheets, arranging training and managing a volunteer database. It has been supercool to have Digital Wings' support to get digitally organised to run our operations and our outcomes are significant. We have doubled our solid volunteer and trainer base in the 5 months since we received our Digital Wings computers. We have organised and run 2 full training and induction days. We are now able to have a volunteer librarian and designer working alongside the coordinator on the laptop to organise our data systems. We have communications from an average 16 applicants per week. We have organised 10-16 volunteers and 40 youth who attend our other sessions regularly.



6. AVIVA CHRISTCHURCH

Aviva is a Canterbury, specialist family and sexual violence agency, established in 1973 as Christchurch Women's Refuge. Our aim is to better support people to overcome family violence and live fulfilled lives – together or apart. Digital Wings computers provided our staff members and volunteers access to technology to allow them to do their life-changing work. In the last financial year we supported over 1,800 children, young people, men and women to overcome their experiences of family violence. We also answered more than 4,600 calls for support on our 0800 support line. Programme outcomes include:

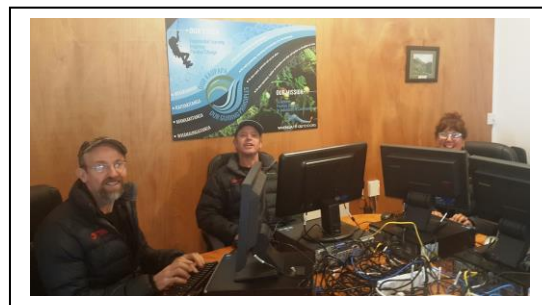
- *ReachOut early intervention support for 154 men who use violence*
- *Shine safe@home security upgrades for 75 families (177 individuals) at high risk of repeat or severe family violence*
- *Specialist Peer Support for longer term support from those with their own lived experience to 93 peers in the community*
- *Microfinance services that provides no or low interest loans for purchasing essential items to those who are unable to access safe and affordable credit*
- *Sexual Assault Support to 371 individuals who have experienced recent or historic rape or sexual assault*
- *Youth and children's services to 116 individuals, including one-on-one support for young people who have experienced family violence or are struggling with their own anger*



7. TE WHENUA ITI TRUST UPPER MOUTERE

Experiential Learning Inspiring Positive Change "To achieve positive change in individuals and communities"

Whenua Iti Outdoors delivers challenging educational experiences and programmes which provide opportunity for personal and social development with a strong focus on leadership, teamwork, culture and environment. We recognise and value the benefits of being in the outdoors, the challenge of the unpredictability of nature and the growth that comes from Experiential Learning. In using the outdoors as a classroom and an arena for personal challenge and growth we begin to see change in the outcomes faced by many of the participants on our programmes, some including NCEA credits. We can't thank you enough for the computers etc. Our board room is now set up and ready to go as a temporary place for students and staff to work while our office is being extended.



8. PURSUIT NZ TRUST HASTINGS



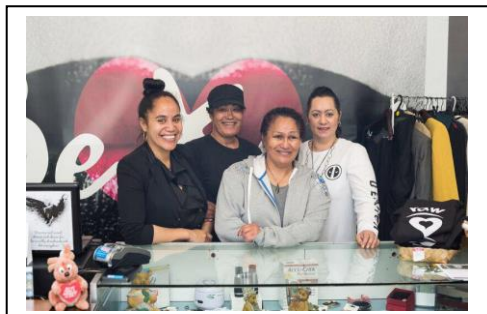
Pursuit works with jobseekers in Hawkes Bay by outfitting them for interviews and employment and running monthly workshops including interview skills and CV production. With the Digital Wings computers and printer we are able to work more effectively with clients, run our office and enable jobseeker clients to type up CV's and job search online. We have updated our social media platforms to better engage with clients and been able to print off resources for dressing transformations. We also ran workshops at the Department of Corrections. Working with a small group who are transitioning to life on the outside, we helped them recognise their skills and attributes, then write their own CV's including a personal statement and details, work and education history and add referees. Overnight the handwritten CV's were typed up so that each of them had a hardcopy and one on USB for the future. We returned the following day to work on interview skills. Pursuit takes along an outfit for each of them,

following the careful instructions clients give about their sizing and colours that suit them. After changing into and admiring their new clothes (they all chose shirts, trousers and ties and looked so smart!) and some interview preparation, they set up mock interview panels. Everyone took part in an interview for the role of a truck driver. They each took a turn at being on the interview panels as well, to see how it felt being on the other side of the interview. When they are ready for employment PurSUIT have offered to refresh their CV's and interview skills and provide another outfit when they are successful at interview and go on to employment. 71 families have been impacted so far and we have a 61% employment success rate. (Appendix 1)



9. RAW (RECLAIM ANOTHER WOMAN) TRUST HAMILTON

RAW provides an alternative pathway of reintegration to a life free of crime, addiction and dependency on the state for a group of recidivist female offenders with complex needs who require additional support on release from prison through education, employment, coaching and re-connection with their children. Technology is now an important part of everyday life and for women who have been incarcerated for a long period this can be quite daunting to come to terms with on release. By providing access to computers at multiple sites i.e. the office, incubator homes, store and training room, we are finding the women who are



more comfortable with technology are taking the time to teach those that are not how to use a computer. RAW is subsequently seeing greater self-motivation from the women to learn and give back to each other. While the women quickly adapt to smart devices like mobile phones, many of them have historically had limited access to use a computer and the tools commonly needed for study and employment. Access to a computer in the incubator home has made completion of course assignments much easier. At the RAW Store the women use the computer to learn more about the internet and emailing and get comfortable with these 2 tools most of us take for granted. The RAW store serves as an initial reintegration base for when the women first arrive and reconnecting with the digital world is a big part of the reintegration process. Indirectly, the support and

donation of resources like these computers has led to the overall delivery of RAW's service. RAW received the Not For Profit Award 2017 at the Westpac Waikato Business Awards. The generosity of corporate sponsors is an important part of the funding pool that allows RAW to do the work it does with these women. RAW is also starting to see the impact on the next generation, the children of the women, as their mothers inspire them to dream big. Only by supporting the mothers to reintegrate into a life they love will the cycle of crime and violence be broken.

10. LIFT SOCIAL ENTERPRISE NAPIER (See Case Study 14. BELOW)

LIFT provides work-readiness, resources, tools, training, work experience and pastoral support. Activities and services are also provided to employers in our region, creating wrap-around pastoral care and pathways to transition young people into employment. Many of our rangatahi don't have computers or laptops at home. This means they are not able to participate in the work readiness and job searching activities, but they can do using LIFT's donated computers and laptops. They achieve:

- CV & Cover Letter Development and job searching online (Outcome 120 CV's and 100 cover letters)
- Studying for Learners Licence and other online training platforms (Outcome 7 passed Learner Licence)
- Access to emails, correspondence work and NCEA credits
- Literacy and numeracy skills, access to NZQA website and personal Record of Learning
- Learning technology skills/becoming computer literate

Without the equipment provided by Digital Wings, LIFT rangatahi would not be able to undertake the same work readiness and job searching activities. With the support of Digital Wings more young people are ready for work and finding work. We use the iPad to make short video clips of our rangatahi that are used for self-review of our services and structure. Given that most of our rangatahi struggled in the traditional education system, we find a video/talking feedback system works much better.



- To date LIFT has engaged with nearly 300 young people. Around 100 young people have actively utilised the Digital Wings equipment through regular use and development of documents
- We have had over 40 employment outcomes as a result of young people being work ready through the development of CV, Cover Letters, literacy etc. As well as that, other successes include:
- One of our young people completed his math's credits for his NCEA though daily studying on the computer. This young person left school prior to NCEA and being able to achieve NCEA credits is an awesome success for him. Especially since living remotely, he did not have computer access
- One of our young men had dreams of getting into the Defence Force but he kept failing the literacy and numeracy aspect of the theory test. We set him up with online literacy and numeracy resources which he regularly completed in our office using a Digital Wings Computer. We just found out he has passed his entrance exam
- One of our young people who had previously struggled in the education system, achieved 100% in her Learners Licence on her first attempt after studying through the Digital Wings computers.

Without the support of Digital Wings, LIFT would not have been able to get up and running as quickly as we did and offer the services required by our customers at the outset. The ongoing kanohi-ki-te-kanohi relationship we have with Digital Wings has continued to support the growth and development of LIFT. We seek ongoing feedback from the rangatahi, whanau and communities that access our services and knowing that Digital Wings as a partner can help us respond to that feedback with resources and tools is critical.



11. KAPAI KAITI GISBORNE & TAI RAWHITI TECH TRUST

Our vision is to promote the use of digital technologies in the Tairāwhiti district, aimed at reducing the digital divide, particularly by providing courses at Computer Hubs within walking distance of those in areas of high social deprivation, such as Kaiti. Our current focus is to work with Kaumatua, most of whom find it difficult to learn from their whanau because the younger ones lack the necessary understandings and patience. The intended outcomes are that those who suffer most from inequality of opportunity will be better able to participate in the digital community and be supported with the knowledge and skills to be residents in the online world. It is important for the elderly to be digitally connected to retain their understanding and vigour for the world. Kapai Kaiti classes are very busy.



12. WHITIREIA COMMUNITY LAW CENTRE PORIRUA

The Whitireia Community Law Centre is a not for profit, charitable trust which provides free legal advice, assistance and representation to the Porirua and Kapiti areas. We provide legal education in the local community in order to empower people with their awareness of their rights, as well as a full range of community legal services including limited legal representation for people facing criminal prosecutions, where legal aid is not available because of the nature of the offence. The donation of laptops allows this practice to be more digitally savvy as we want to improve the quality of our services to the community. We had become aware of a new database system which would enable us to keep tabs on clients that use our services as well as being able to report to the Ministry of Justice about our KPIs. The rollout of this new software required us to fully upgrade our computer hardware, which would have been extremely expensive for us. The donated laptops are compatible with this new software; they are much faster and enable us to do our jobs more efficiently. Having the laptops set up in each room gives the ability for lawyers to open a file, work on it live and close it without the need to write and collate a physical file and have our administrator physically input it into the old database. This will maximise efficiency, see a higher rate of data entry and file organisation in the practice, minimise risk of documentation loss as well as being a more environmentally friendly practice. This will also see us save money on stationary, storage and document destruction costs – as the cost of printing is expensive, see us relying more on Cloud based services for document reduction and comply with strict Law Society guidelines on protection of privacy and client confidentiality. We have between 3000-4000 people seeking services from us, with many of them ongoing files, so having the right equipment to be able to do our jobs swiftly and efficiency has made us better at providing our service.



13. TE RIU O WAIAPU TRUST TIKITIKI



Our Trust's purpose is to improve the educational, cultural, social & environmental wellbeing of those who whakapapa (have genealogical links) to the Te Riu o Waiapu area, where the majority of whanau experience low socio-economic circumstances. Under our education strategy the goal is to support our whanau to understanding their own identity, culture and surroundings to uplift themselves, create educational opportunities to feed their desire to learn and challenge/change their present circumstances. A community Maturanga (education) strategy identified the need for a digital strategy to be developed for the community. Access to the internet and the appropriate tools were requested by a lot of parents. We opened a community computer hub located in an unused building at the local primary school, where whanau can come to a friendly space, access the internet for free and have a nice

community shared space to meet. Our educational, economic, employment and social outcomes have been many:

- The computer hub is being accessed by 30-35 people on a week to week basis. All those who use the computers are extremely positive about the space, whether they are just going on the internet or attending a computer class.
- Tikitiki School BOT were able to undertake online governance training at the community hub
- Tairawhiti REAP ran their Digi-Mama programme which saw nine mums receive 20 hrs of computing classes & a free computer at the end of the course. This demonstrated the desire by parents (25 wanted to do the course) in the community to learn how to use a computer & associated tools. The course helped the students learn skills and gain confidence to take up other training
- At least 40 families have been impacted by the provision of computers and free internet at the computer hub
- We have delivered Te Reo, OHS, Financial Literacy courses this year and many of our whanau have taken part in these courses as well totalling 75 students
- At least 10 of the students have signalled an interest in pursuing their own businesses. They are more aware of online websites relating to banking, business services and relevant organisations
- Many of our whanau are Maori Land owners who have been excluded from the process with their Maori land the courses are opening doors for them to be more engaged with their own land
- One of our skilled whanau volunteered to work with the local mums (on Digi-Mama) and REAP as many had confidence issues. We employed her for 10 per week to provide this current set of computer classes and to manage the community computer hub. (See also Appendix 2)



14. CASE STUDY FROM LIFT YOUTH ENTERPRISE EMPLOYMENT TRUST NAPIER



Tangi⁴ is 24 years old with experience in the seasonal forestry, agriculture and horticulture industries. He had spent a year in prison and had been on income support for a period of time. Tangi had a family to provide for which was one of his main motivating factors to get back into work. He came into LIFT because his friends had told him about it and he completed the two-week Bounce Life Skills programme. He knew he wanted to work but was struggling with negative influences including alcohol. Another issue Tangi had was that he drove his family around illegally and was constantly receiving fines and getting cars impounded due to his lack of licence. LIFT worked with him to study and obtain his Learners' Licence. He studied every day on our Digital Wings computers through a website that had practice questions on it. The first obstacle in this journey was personal identification (ID). The identification required is very extensive, especially for young people who barely exist on systems and they don't have passports, school ID's and the like. Obtaining the ID needed to even just apply for the Learners' Licence was a lengthy process with several costs attached but this was eventually done. The next hurdle was literacy and numeracy - owing to an incomplete education, Tangi failed the test twice, which left him feeling frustrated and ready to give up. LIFT wouldn't give up on him though and kept supporting him to re-sit for as long as it took. Tangi built up his literacy and numeracy through online programmes using the LIFT computers from Digital Wings. He passed

his licence test third time around. Now more ready and motivated to work Tangi was looking for an employer who wouldn't be put off by his criminal background. Tangi started job searching using Trade Me and Seek through the computers at LIFT, to see what opportunities were available. LIFT secured him a horticulture based role. For an entire month the LIFT team drove him to and from work as he didn't have the vehicle, petrol or money to get there himself. Tangi was easily distracted so the process of turning up to and staying at work each day was a struggle for him. LIFT and Tangi often met with his supervisors to work this through. Tangi was torn between needing to provide for his family and wanting to enjoy life, so he eventually got let off for being unreliable. LIFT then supported Tangi with a different organisation however it was a casual contract and the employer didn't need him often, so he was eventually told there was no more work for him. LIFT has now secured him a building assistant job - this job is an awesome opportunity for his career and a shift away from seasonal employment. It is a great move for Tangi and we hope that with more stable opportunity this could make all the difference.



15. THE FAMILY CENTRE LOWER HUTT

The Family Centre carries out and specialises in Community Development programmes which aim to eliminate poverty amongst low income, Maori and Pacific families in the Wellington Region and within the Pacific region where the Family Centre carries out its work. The Pacific Section carries out development programmes with Pacific women, sole parent women and young people in Lower Hutt teaching them transcribing and translation skills in order to increase their employability and to generate income for themselves. Digital Wings has provided laptops to The Family Centre to enable women who are Samoan native speakers to be contracted as translators of documents from English into the Samoan language. Using the laptops also upskills them digitally and opens up a world of employment for the women who would otherwise be stuck at home and unable to enter the workforce. Many Samoan women have gone on to be employed as administrators and translators in the Pasefika arena and in the wider workforce.

16. TOLOGA BAY INN COMMUNITY TRUST

I would like to take this opportunity to thank you for your generous donation of computers for our newly established computer hub and information centre within our establishment at the Tolaga Bay Inn. This is part of our overall restoration and preservation project of the Inn, to keep our history and heritage alive for future generations. Digital Wings support has been a great benefit to our community, in particular our Rangatahi who are religiously utilising them on a daily basis. We are in the process of collaborating with Stepping Up and 20/20 Trust to provide free 2 hour online module training ranging from social media, email, internet and Microsoft courses. We are also in talks with Kendall Flutey to set up financial, investment and budgeting training for our local community and Rangatahi. Your one on one support and consideration in understanding our needs was extremely helpful. You not only provided us with the tools to get the computer hub up and running, but also guided me in the right direction to seek further assistance and collaborations with additional like-minded organisations.



⁴ Name and other identifying details have been changed

17. THE HATI NATI CAFÉ RUATORIA



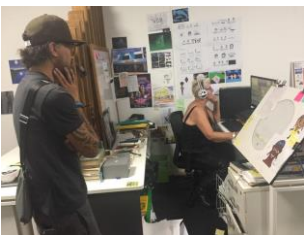
The Hati Nati Café in Ruatoria runs a community hub to provide digital access and build capacity for the town. The free Wi-Fi is great for the tourists and the computers serve the greatest purpose in the community during the school holidays for the students when the computers are actively used every day and it can be x3 people deep. In the community parents come and use the computers to do their bills online etc. We were also asked by the local Ruatoria RSA if we could run classes for online banking when we lost the last bank on the East Coast in 2015. We have 500 people in this community and hundreds more in the outer communities of Te Puia Springs, Waipiro Bay and Tokomaru Bay. As the only provider of an Internet Cafe and free Wi-Fi we are frequently used even after hours. As we are quite rural being in the heart of Ngāti Porou it is off the beaten track so when Digital Wings made a⁵ kanohi ki te kanohi visit it was hugely

appreciated to see the provider come and see how what they have provided benefited the user. We encourage local enterprise and are currently hosting an exhibition of local artists. Going forward we have just secured a partnership to build a digital platform where we will own and run it here on the coast to develop a local tourism industry run by our own people. Our part of the partnership is to provide a SEO and a coder who will learn how to operate the platform and then teach others identified in the community to build sustainability within this community and ensure its survivability locally. This is huge for our next steps forward as a community so we have gone back to Digital Wings to discuss more computers specific for this project but also to ensure our local sustainability going into the future.

Next Steps for Digital Wings and Stakeholders

We are thankful to the Digital Wings recipient communities for sharing their stories and welcome this opportunity to showcase them to our corporate and public sector donors. It has been a privilege to expand our knowledge of the charitable sector and humbling to meet some of them in person. Our vision is to find funding for young digital experts to take their digital animation, gaming, graphic design and career training options to the regions and to smaller thriving enterprises (Discussions ongoing with Nikora Ngaropo of Young Animators, Maru Nihoniho MNZM of Metia Productions and Hori Te Ariki Mataki of Ariki Creative as well as Minded NZ Career Pathway software).

The Digital Wings Trust has identified that what is also missing from our programme is the funding to support travel to meet charities in person. We are applying to the Waste Minimisation Fund and other sources to cover this crucial element to evaluating the programme for ourselves and our donors. To date the only way we have managed meeting face-to-face has been for our Social Responsibility Manager, Di Daniels, to take time out during her personal travel while on leave. This has made all the difference in the quality of feedback we have received and the in-depth knowledge of how best to support community growth and local capacity building. Their comments mention the value of our “one on one support” and “kanohi ki te kanohi visit”.



We will leave the final word to Jody Hamilton of LIFT Social Enterprise:

“The ongoing kanohi-ki-te-kanohi relationship we have with Digital Wings has continued to support the growth and development of LIFT. LIFT seeks ongoing feedback from the rangatahi, whanau and communities that access our services and knowing that Digital Wings as a partner can help us respond to that feedback with resources and tools is critical.”

Further recipient community stories can be found on our website www.digitalwings.nz/stories.html

More updates on our Digital Wings NZ Facebook page <https://www.facebook.com/groups/1445503272150629/> including videos of interviews with some recipients

Nā reira tēnā koutou tēnā koutou ngā mihi nui ki a koutou katoa, Di Daniels MNZM

⁵ Kanohi ki te kanohi means meeting face-to-face and is especially important in Tikanga Māori